



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Valley Lodge



Llanarmon Road, Llanferres, Mold, CH7 5TA



01824780641



carehomenorthwales.co.uk

The inspection visit took place on 12/01/2026

Service Information:

Operated by:	Roberts Homes North Wales Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	34
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Valley Lodge is located in a rural area with spectacular views overlooking the Clwydian range near Mold, Flintshire and close to the historic market town of Ruthin, Denbighshire. The manager, staff and Responsible Individual (RI) is committed to embedding a positive culture in the home and promoting people's independence, keeping people physically and mentally active and giving people choice and control.

People have many opportunities to socialise with others and do things they enjoy. People's care and support needs are accurately reflected in risk assessments and personal plans, which are kept under review. Medication systems and standards of hygiene and infection control are good.

People live in a stimulating environment. The home has been designed to improve people's access to indoor and outdoor space. There are dementia-friendly features to help people identify with their surroundings.

Staff are recruited, trained and supervised appropriately. People have developed good relationships with care staff, who support them in a kind, dignified way. Care staff feel valued and supported in their roles. Managers are approachable and passionate about providing a good quality service. They have robust systems of audit to monitor and improve standards. The RI values people's views and commits to making changes that will enhance their experiences.

Findings:



Well-being

Good

People are content in their home, which has a lively yet homely atmosphere. People have ample opportunities to socialise and keep occupied. Care staff are friendly and attentive to their needs and wishes. Staff have a good understanding of the importance of respecting people's privacy and dignity, and it is clear this is an embedded culture across the service. We observed care staff providing many positive interactions, showing respect for people's privacy and dignity. Kitchen staff have a good understanding of people's likes, dislikes and dietary requirements and there is choice of meals. Staff told us they strive to make every day different for people.

People influence the service they receive. Their needs are assessed before they move into the home, and they or their family member are involved in developing and reviewing personal plans. Care staff accommodate personal routines and support people to make daily choices. People have a say in the design and layout of their individual rooms. The RI also speaks to people about their experiences and reflects these within detailed quality assurance reports. People receive appropriate support with their medication and have input from medical and specialist services. A Welsh speaking staff is always on duty and documents are available in Welsh. There is bilingual signage around the home.

The service promotes people's health and safety. Personal plans and risk assessments identify the measures needed to help keep people safe. Safety equipment is in good working order and stored safely. Care staff carry out routine safety checks and are confident dealing with incidents. Recruitment procedures are robust and ensure people are cared for by a suitable workforce. Care staff complete mandatory and specialist training relevant to the needs of the people they support. This includes training in relation to safeguarding adults at risk. The manager monitors staff practice and takes action to address poor performance. There are robust systems of audit to help identify and drive forward practice improvements.

People live in a stimulating environment. The home has been designed to improve people's access to indoor and outdoor space. There are dementia friendly features to help people identify with their surroundings. Private and communal rooms are suitably furnished and adapted and include some personal, homely touches. Regular environmental upgrades help keep the home fresh and inviting.



People's needs and choices are thoroughly assessed before they move into the service and there is an accurate up-to-date plan of how their care and support will be provided. Assessments of people's needs are detailed, person centred, and the process is streamlined from the first contact, through to admission and beyond. Person centred plans involve the person, and their relative and regular reviews are completed to ensure plans and are up to date and accurate. Risks to people are regularly assessed and there are detailed plans in place to help mitigate risks, this included risk associated with people's mobility, falls, nutrition, skin integrity and the management of other specific health conditions.

Care staff are kind and considerate in their approach to care, which visibly lifts people's mood. They often sing and reminisce with people, creating a relaxed atmosphere. People are offered choice regarding their everyday activity and care staff respect their decisions. They support people calmly and confidently, so people feel safe and comfortable when receiving physical assistance. A variety of planned activities take into consideration people's needs which ensure people do things that matter to them, whether planned or spontaneous. Attention is paid to including every person in activities. Personalised Christmas presents had been purchased including well-received racing cars, fiddle books and soft plush toys. A relative told us they were extremely happy with the care and support their loved one receives and praised the staff and management for their dedication, hard work and compassionate care in their speedy recovery after an illness.

Care staff support people to keep healthy. Medication systems are robust and are audited every month. People receive the right medication at the right time. The home receives excellent support from local health services and care staff support people to attend routine medical appointments. People enjoy a range of healthy, nutritious homemade meals. Care staff prompt people to take regular drinks and snacks. They monitor people's health needs appropriately and carry out routine safety checks. The manager completes monthly audits, which include a review of incidents and follow up actions.

Standards of hygiene and infection control are good. The recent home's food hygiene rating is 5. We found all parts of the home to be very clean and tidy. Infection control measures are routinely observed during internal quality assurance audits. We observed daily cleaning being undertaken and domestic staff take great pride in their work in ensuring the home is hygienic. Care staff can refer to infection management policies when necessary.



Environment

Good

People can easily identify with their surroundings. The décor and facilities within communal areas include colour contrasts to help people distinguish between fixtures and furniture. Careful thought has been given in selecting suitable soothing décor which has a warm and calming effect. There are various features of interest, the pub lounge which also doubles up as a quiet area has a pool table, dart board and gentlemen can enjoy a pint and bag of crisps. People can arrange their rooms to their liking and have personalised their rooms to varying degrees with their own pictures, ornaments and memorabilia which helps people with their sense of orientation and belonging. There is a pleasant, enclosed garden with seating people can use. People can plant their own vegetables and flowers in the raised beds. They can also access a gazebo and enjoy the breathtaking views over the vast open county side. People enjoy visiting and feeding the home's pigs in the field next to the home.

Care staff are vigilant in identifying and reducing risks to people's health and safety. We found the home to be free from hazards, with equipment being stored safely and securely. The equipment and utilities are serviced and inspected within required timescales. The environmental controls needed to help keep people safe are outlined within their risk assessments and personal plans. Window openings above ground level are restricted to minimise the risk of significant falls. Each person has an emergency evacuation plan, which can be accessed quickly and easily. Staff complete fire safety training and practise fire drills regularly. They also receive training in relation to the Control of Substances Hazardous to Health and health and safety.



Leadership & Management

Good

The manager leads the home effectively with the support of the RI, who are visible and approachable. The RI has clear oversight of the service and is respected by the team. The RI gathers feedback from people during formal visits and six-monthly quality of care reviews. Quality assurance reports provide a good insight into how the home is performing and the experiences people have had. They consider the outcomes of internal monthly mock inspections, audits, an analysis of significant events and areas for future improvement. The manager takes pride in the home, knows the people and staff very well. The service is being provided in line with its statement of purpose; a key document that explains what the home sets out to provide and how. Feedback from commissioners and a professional about the home and the care is very positive.

Staff feel motivated and supported. They told us *“I love it here”, “It’s a nice place to come to work”* and *“I can’t see myself doing anything else”*. The personal well-being of staff is valued by the manager and RI. One staff member said, *“They’re great –the manager is fantastic it’s like talking to a friend”*. Staff are clear about how to deal with incidents and report concerns regarding people’s welfare. They feel confident managers would take their concerns seriously. Staff receive formal, individual supervision every three months to reflect on their performance and discuss their role and responsibilities. Staff receive an annual appraisal.

There is a system in place to ensure safe recruitment. Disclosure and Barring Service checks are renewed every three years. Agency staff are currently working regular shifts to maintain safe staffing levels. Many have become familiar with people’s individual needs and internal policies and procedures. One agency staff said, *“I love working here, I am treated like one of their own staff and I attend some of their training, the residents and staff are lovely”*. Staff told us shifts are appropriately staffed and allow them to provide safe, timely care. Shift patterns are flexible and allow staff to enjoy a good work-life balance. Staff complete a comprehensive induction programme after commencing employment, followed by a range of mandatory and specialist training. They described the quality of training as *“really good”*. Managers support staff to register with Social Care Wales.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*